Birmingham City Council

BIRMINGHAM CHILDREN'S TRUST

Commissioner Portal Design Processes & Wireframes

Methods Analytics_

User Journey Pain Points

Audit Log & Provider Grading

In developing a user journey we aim to achieve a clear understanding of the steps that a user may take on the system coloured through details of their experience. This is an ongoing and iterative process.

The method focuses on their **goals**, **behaviours**, **paint points**, **emotions**, **suggestions** and **process channels**. Based on our initial discovery research and design thinking thus far, below is our understanding of **some** of the observations on the new referral process:

Audit Log:

I want to identify anomalies in the data (e.g., a change from one type of placement to a different type for the same young person during referrals) so that I can more accurately manage and predict market supply and demand (sutainability reporting), so what I need is the ability to track individual cases over time from start to end including referrals that are replaced with new ones in the form of a referral report.

Provider Grading:

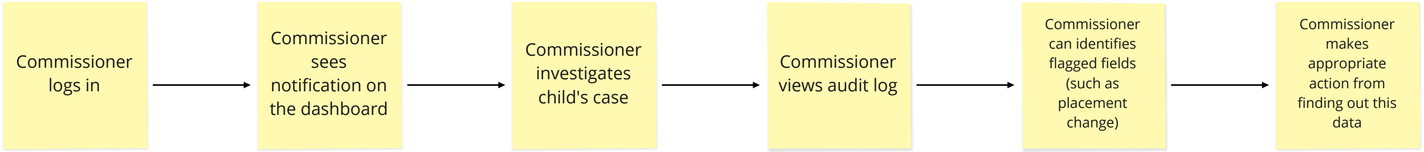
I want to ensure that information and ratings on individual providers is readily available for all placement officers to see at a glance so that their choice of providers is better informed, so I need there to be a mechanism (a simple check box for instance) in the portal that allows me to apply a RAG rating to providers.

Process Mapping

Audit Log

One of the pain points for commissioners revolves around not having the ability to successfully track an individual case from start to finish. Users mention that they have to do a lot of chasing outside the system which can lead to duplications and errors. Furthermore, users would want to identify any anomalies in the data (such as placement type changes).

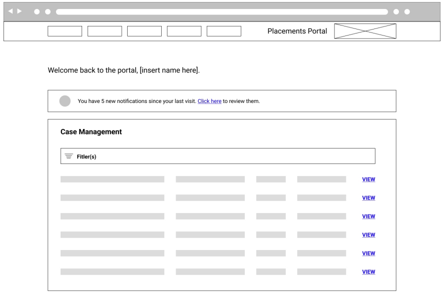
A potential solution for this problem is understanding what steps are currently required in the process and how we can re-arrange the flow to make the process itself digitized. The user journey below is an interpretation of how commissioners could navigate to an audit log in the system.



Wireframing

Audit Log

The wireframes demonstrate the potential layout and functionality of this system. It showcases how users would view their current cases and notifications, navigate to a relevant individual case and interact with the audit log to see the whole process from start to finish.

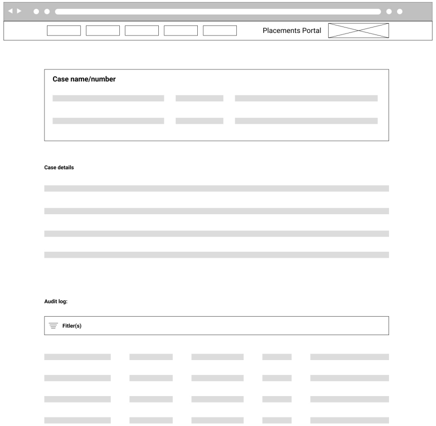


Commissioner Landing Page

The landing page informs users of the individual cases that they have ownership on. They can also view a set of notifications which are relevant to themselves (which can be filtered to suit needs).

Users can filter their case management board to break entities into digestible chunks. This can range from 'sort from highest important' to 'within the last 3 months'. We can add to these filters to accommodate for users by holding further interviews/usability tests.

Users can investigate a particular case by clicking on the 'VIEW' button, which will navigate them to that cases profile.



Individual child case profile

The case profile obtains all the information necessary to that particular individual. Sessions will be needed with commissioners to understand what sorts of information is generally displayed on a page like this.

The addition of the audit log would sit on the same page, acting as a 'live tracker'. Users with the relevant permissions would be able to see every interaction made on this individual case.

Once an interaction is made, the audit log would display: who made the interaction, what the interaction was and a timestamp of when it was made.

Interactions can be flagged as 'important' in situations where urgent action is required - such as a change of placement type, as discussed in the user stories.

Process Mapping

Provider Grading

Another pain point for commissioners is that the rating level for providers isn't always available to see, therefore Placement Officers may not be able to make a evidenced based decision during the referral process. Commissioners would like the option to 'rate' providers and for this information to be both clear and transparent across the board.

A potential solution for this problem is understanding what steps are needed to implement a system of this kind into the portal, based on our own assumptions. This would need to be validate by user groups in order to ensure it's an accurate measure of their current processes.

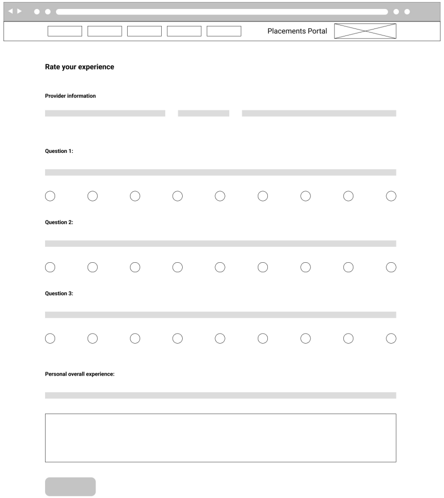
Commissioner makes an action to close/finish a case → Commissioner is navigated to an external page to input provider feedback → Commissioner enters responses to the preset questions (rankings from 1 - 10) → Commissioner enters responses to their own personal experience of the process → Commissioner finishes feedback form and is able to completely close the case → Commissioner can view provider rating on the providers profile

Commissioners are required to enter provider feedback in order to completely close the case.

Wireframing

Provider Grading

The wireframes demonstrate the potential layout and functionality of this system. It showcases how users would 'rate' a provider after their experience with them, how the system collects the data and an example of a clear rating on the providers profile.

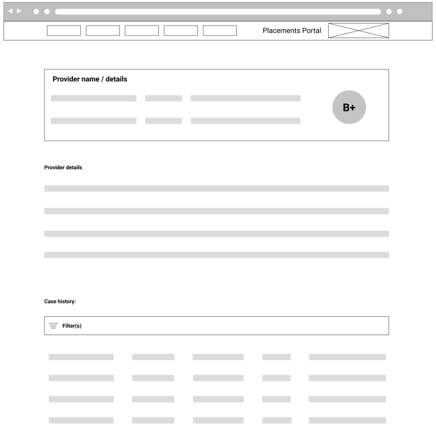


Feedback form

The feedback form would follow after a commissioner has finished working with a particular provider during the placement process for an individual child.

The form would ask commissioners a set of 'preset' questions, where they would answer with a number between 1 and 9. The system would collect this information and create an average rating for this provider based off the responses. We would need further sessions with commissioners to agree on what questions should be asked.

Commissioners are also encouraged to enter text about their own personal experience with the provider in a free text box at the bottom.



Provider profile

The provider profile would contain an overall rating based on the responses the commissioners have given them on the feedback form.

The page itself would contain general information about the provider, however this would need to be validated with further interviews/usability testing.

It would also contain a 'case history' section, where the user (given the right permissions) can see how that particular provider rated from previous placements. This would include the data required to give an overall rating at the top right of the page.

Placement officers would be able to view these rating when conducting a referral search.